

Lab Assistant



Handbook



San Juan College
Information Technology
4601 College, Blvd.
Farmington, New Mexico 87402
(505) 566-3657

LAB ASSISTANT

General Information

Duties and Responsibilities:

1. Work in assigned computer lab(s) under the supervision of the Computer Lab Manager, or other designated supervisors.
2. Lab Assistants will guide, direct, and assist students who come in to use the lab or other facilities. Provide assistance in labs for both instructors and students in the use of hardware and software.
3. Clerical duties as requested by supervisors or instructors, i.e. typing, filing, copying, errands, etc.
4. Maintenance duties as requested by supervisors or instructors, i.e. cleaning, moving equipment and furniture, etc.
5. Lab Assistants are responsible for monitoring of all hardware and software. Any problems they encounter are to be recorded in the Error Log and reported to a supervisor.
6. Provide feedback to the supervisor on any and all concerns that students and instructors have concerning hardware and software operations.
7. When there is free time, Lab Assistants will use the time to work through all the software applications used in the lab, attend one-on-one training, or perform clerical and/or maintenance duties as assigned by supervisor.
8. Maintain an atmosphere in the lab area which is conducive to learning.

9. Maintain various logs that are clearly written and well documented.
10. Attend all required training sessions and Lab Assistant meetings.

Required Qualifications:

1. Successful completion of coursework in order to maintain a minimum cumulative GPA of 2.5.
2. Successful completion of SJC student employment procedures including Financial Aid interview.
3. Successful completion of the interview/testing process and attend training sessions.
4. Knowledge of campus computer labs and the software applications they contain. Successful candidates will be trained on the software installed in the labs in which they are assigned to work in order to assist instructors and students needing to complete software-related projects.
5. Have computer-related background with sufficient experience to assist students, instructors and community members in the lab.

Attitude:

Be attentive and responsive to students' needs in the lab. Demonstrate a friendly and helpful attitude toward students and instructors. Show a strong willingness to help maintain the area. Must be flexible, patient, and be able to handle stress well for the lab to run smoothly.

Lab Assistants shall remain courteous to all who may enter the Lab, regardless of any provocations. If at any time you feel you are no longer able to handle a situation, call the shift leader or Lab Coordinator immediately.

You are expected to project a professional attitude at all times. This means that the lab IS NOT a study hall or a place for your friends to come in to visit with you. As an employee of San Juan College you are expected to perform under certain standards and in an acceptable manner.



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Responsibilities

1. Maintain a professional attitude at all times. Neat appearance and good human relations skills are a must! If problems arise, it is the lab assistant's responsibility to notify the proper personnel (your immediate supervisor, security, instructor, or other SJC staff) to handle the situation. **YOU DO NOT NECESSARILY NEED TO RESOLVE THE PROBLEM YOURSELF.** Make an effort to know the people that work in the areas near your lab.

2. **DRESS CODE** - Casual attire appropriate to the workplace.
 - **No** tank-tops or muscle shirts on men or women

 - **No** short-shorts/skirts or slip tops for women

 - **No** clothing with inappropriate language or pictures (including but not limited to: alcohol advertising, cigarette advertising, items considered offensive or profane, advocating drug use, etc.)

 - **Must wear shoes at all times**

 - **No** hats or caps worn while on duty

3. **NAME TAGS** - Must be worn at all times while on duty. If you forget your nametag you may borrow one for your shift from Information Technology. If you lose your nametag, please see a shift leader or the Lab Coordinator for a replacement.

4. **OPERATING HOURS** - The operating hours of each lab will be posted according to the needs of the faculty and students. Most labs will open at 8:00 a.m. Some labs will close at 9:00 p.m., while others will remain open until 10:00 p.m. Monday through Thursday. As a lab assistant you will have scheduled hours. These hours will be set for the semester. It is your responsibility to be in the lab assisting students and/or instructors during your shift.

NEVER, NEVER, LEAVE A LAB UNATTENDED, FOR ANY REASON!

If the LA that comes in after you is late, and you are unable to stay, call a shift leader or the Lab Coordinator, so that coverage can be found for you.

5. **SHIFT COVERAGE** - Lab assistants are responsible for covering their own shifts. If for some **valid** reason you know **in advance** that you are unable to make your shift, you will need to follow the procedure below:
 - Obtain permission for leave from the Lab Coordinator

 - E-mail all lab assistants using your distribution list, requesting coverage for your shift

 - Once coverage is found, inform the Lab Coordinator of who is covering your shifts.

If you need coverage for an *emergency situation*, please call your supervisor as soon as possible so that coverage can be found for you. A quick call to the department secretary saying you are not coming in **will NOT count as notification**.

It is **ALWAYS YOUR RESPONSIBILITY** to see that the lab in which you are scheduled is staffed during your absence.

Remember, this is a job and absences will be treated in the same manner as at any other job. You will not be paid for time you do not work. Each tardy and absence will be recorded in your employee file. Reliability is a very important quality in this position.

6. As a lab assistant, you may be asked to attend various meetings and training workshops during the semester. You will be notified well in advance of such gatherings. You will be paid for all required meetings and trainings. If there is a valid reason you cannot attend, you must notify your supervisor **before** the date of the gathering to arrange for a make-up date.
7. At various times, classes will meet in the lab while you are on duty. The instructors will be in charge of their own classes. You will be there to assist. It is the lab assistant's responsibility to know the needs of the instructors that will be using the lab during their shifts. It is also the lab assistant's responsibility to make sure the lab is ready to accommodate the arrival of a class (i.e. lab neat and tidy, paper in printer, lab cleared before class arrives, etc.) At the beginning of each semester, lab assistants should introduce themselves to the instructors and find out what their needs will be (your supervisors will help with this task).
8. You are to monitor the working status of all machines. If any of the equipment is not performing properly, make sure the problem is properly recorded to the help desk.
9. **TELEPHONE ETIQUETTE** - It is your job to maintain a professional atmosphere in the lab at all times. When answering the phone, use a courteous and friendly tone, identifying the lab and then yourself. For example, "Good morning, Lab 1901, this is Jane, how may I help you?" From time to time phone calls will be forwarded to your lab either from other labs or from Information Technology. It is your

responsibility to take accurate messages or forward the call properly. **DO NOT EVER SAY "I HAVE NO IDEA WHO THAT IS!" UNDER ANY CIRCUMSTANCES**, always pretend you know **EVERYONE!** When taking messages, please include the time, date, and your name and lab, as well as a detailed message. Be sure the message gets to Information Technology as soon as possible. It will be forwarded to the right person from there. If an instructor is teaching, have your phone transferred to the lab closest to you so as not to disturb the class (Of course, call that lab *before* you transfer the phone and be sure that you release the forward when the class is over!). Students are **NOT** allowed to use the telephones in the labs. If a student needs to use the telephone, you should direct them to the nearest campus or pay telephone. Security will be happy to assist anyone unable to afford a local call.

We all love to get phone calls, but you need to remember that this is your job and you have many responsibilities that must be taken care of. Please make appointments, arrange study times, and plan social engagements on your own time.

10. After class and several times during your shift, the lab should be straightened by picking up all papers, pushing in chairs, dusting, cleaning monitor screens, straightening keyboards and mouse pads, etc. You will also be assigned specific duties to be accomplished during your shift.
11. When closing at night, please clean and inspect all areas of the lab. Make sure the printer is filled with paper before leaving. Each computer needs to be shut down properly before turning the power off. The lab should look neat, clean and ready for the next day before you turn off the lights and shut the door.
12. Before leaving the lab at closing time, check to see that the door is locked. If it is not, call Security at ext. 3333, and tell them you are leaving and need to have the door locked. You do not have to wait for them to arrive before you leave. We also advise any ladies working the late shift to ask for an escort to your car. It is wise **never to leave ALONE!**



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Time Sheets and

Schedule Request Form

Time Sheets are YOUR responsibility!

Time Sheets are filled out by you and returned to Information Technology **no later** that 3:00 p.m. on the date they are due in the Business Office.

After the Lab Coordinator has signed the time sheets, they will be sent to the Business Office for processing.

Payday is the 10th and 25th of every month (or the Friday nearest to that date if the 10th or 25th falls on a weekend). You will also be notified by e-mail of each due date. All time sheets **NOT** received by 3:00 p.m. that day **WILL NOT BE PROCESSED UNTIL THE NEXT PAY PERIOD**. You will be able to pick up your check in the Information Technology Office after 8:30 a.m. on payday. All checks not picked up by 2:00 p.m. on payday are mailed to the address printed on the check.

Schedule Requests

All lab assistants are required to fill out one of these forms at the beginning of each semester. You cannot be scheduled without this form. The Schedule Request is the backbone of the lab scheduling process and the only way to know when lab assistants are available. It is vital that you pay very close attention to filling out this form. It is important that you mark out the times that you are not available and the times when you are in class. Follow the sample and ask questions if you are not sure how to mark the form. We know that changes occur, but we ask that you try to keep as close as possible to your original request.



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LAB and LAB ASSISTANT

Award Criteria

San Juan College believes in extending recognition to those that consistently perform to the best of their ability, and to those that are willing to go above and beyond the call of duty.

With that goal in mind, the following award criteria were established to recognize labs and lab assistants who qualify.

Lab Assistant Criteria – to be awarded 3 times during the semester

1. Dependability
2. Interaction
 - a. with San Juan College personnel
 - b. with San Juan College students
3. Attitude (willingness to learn new things)
4. Dress Code Compliance
5. Job Performance
6. Customer Service

Lab Criteria – to be awarded 3 times during the semester

1. Cleanliness
2. Sufficient supplies and materials
3. Accommodating instructor and students
(Ex. Clearing the lab for the instructors before class time, and finding empty labs for students displaced by classes)
4. AUP compliance for students
5. Tracking student's log-ins
6. Maintaining a pleasant work/study environment